

# **Attachment 1**

*United Online May 11, 2005 Meeting Agenda*

## UNITED ONLINE

May 11, 2005

1. United Online provides consumer Internet subscription services, including dial-up Internet access, premium email, personal web hosting and community-based networking, through brands such as NetZero, Juno and Classmates.
2. United Online will offer VoIP services under its NetZero brand that allow the communications between PC to PC, PC to Phone, Phone to PC and Phone to Phone.
3. The services that involve the PC will be natural extension to the existing online consumer communications such as email and instant messaging, and the PC will be used as the central hub for the various communication interfaces. These services will be supplemental to, rather than the replacement of, the traditional telephone services and should not be subjected to the VoIP E-911 regulation.
4. VoIP E-911 regulations should be based on reasonable consumer expectations for access to emergency services. Such consumer expectations must be examined based on the key characteristics of each VoIP service, including the form factor, connectivity to PSTN and continuous service availability. For example,
  - a. If a service does not interconnect with the PSTN or is limited to providing one-way communications (i.e., termination only), these types of VoIP services are not comparable to traditional telephone service and should not be subject to VoIP E-911 requirements.
  - b. If a service requires use of software on the PC to initiate or receive calls, therefore requiring the user to turn on their PC, start the software, connect to the Internet before they can make a call, there is no reasonable expectation that such services are suitable for emergency calls, and these types of VoIP services should not be subject to VoIP E-911 obligations.
  - c. Any VoIP E-911 obligation should be limited to the following: a service that allows for the use of a terminal adapter in conjunction with a *normal telephone* to enable *two-way communications with the PSTN* and is “*always on*” independently of any other general-purpose devices, such as PC are comparable to traditional telephone service and should provide E-911 access.
5. In determining the extent of VoIP E911 obligations, the Commission should adhere to the principle set out in the IP-Enabled Services NPRM that any regulatory requirements should be narrowly tailored and should not “draw into its reach more services than necessary.”

6. In defining a VoIP E-911 obligation, the Commission must also keep in mind the following points: (1) any VoIP E-911 mandate must be national in scope; (2) VoIP providers will need access to certain wireline and wireless elements to make the service functional and access to such elements should be made available at reasonable costs to any VoIP service provider so they don't serve as the barrier to entry or barrier to competition; (3) there must be a reasonable implementation timeframe that takes into account the technical work that must be completed, the costs associated with such a solution, and the contractual arrangements that must be entered into in order to implement a VoIP E-911 solution.